



**CCO Pandemic Unwinding
Call handling Script & FAQ**
Overview for CCO workers providing
information to members.

Version 1, last updated 3/28/23.

1: Overview for members

During the COVID-19 pandemic, most people kept their Oregon Health Plan (OHP) regardless of changes that have occurred such as an increase in income or qualifying for Medicare. Oregon will review medical eligibility for everyone between April 2023 and January 2024. At some point during this time, the state will review your case to see if you still qualify for OHP or other benefits.

The state will send you a letter that will let you know if you need to complete a renewal form or send in additional information to see if you still qualify for the OHP or other benefits. Even if you no longer qualify for OHP or other benefits from the state, there may be other options.

If the state can't reach you, you could lose your medical coverage and other benefits, even if you still qualify. Keep your contact information up to date so the state will be able to contact you about your benefits.

2: Can we verify the address we have on file for you is correct?

Please verify the member's address and help them update the address directly if appropriate! Since September 2022, CCO staff can help members update address, with some limitations. Please refer to OHA's [CCO Case Management Data Submission Overview Training](#) for more information.

3: Will you need help understanding or responding to the renewal?

You can get free help understanding all the letters or filling out all your renewal paperwork. Local community partners and ODHS offices can help in person.

4: Routes to update info, respond to renewals, or get help:

- Online at: benefits.oregon.gov
- By phone at: 1-800-699-9075 or TTY 711.
 - You can call Mondays through Fridays from 7 a.m. to 6 p.m., Pacific Time. Hold times are shortest between 7 and 8 a.m.
 - Interpreters are available. You can also connect with an interpreter in 16 different languages before being transferred to the Customer Service Center by selecting a toll-free number at: benefits.oregon.gov
- By contacting an OHP-certified Community Partner at: OregonHealthcare.gov/GetHelp
- In-person at a local Self-Sufficiency Program, Aging and People with Disabilities, or Area Agency on Aging (Type B) office. Find a local office at: bit.ly/ONEOfficeLocations
- By mail at: ONE Customer Service Center, PO Box 14015, Salem, OR 97309
- Insurance agents and Senior Health Insurance benefits assistance (SHIBA) counselors generally cannot assist with members' OHP but are an important resource for Medicare members deciding between future Medicare plan options. Both can be found at: OregonHealthcare.gov/GetHelp

Ask the member, which route are they going to use? Get them to think ahead!

- Are they going back to a local office/assister that has helped them before?
- Will they be calling the ONE customer service center? Advise to call at 7-8 a.m. if they have trouble getting through
- If they want to do so online, have they used that system before? Do they have an account?
 - They can visit benefits.oregon.gov and create a ONE account. After creating a ONE account, they will need to “start an application” and proceed past the social security number screens for it to sync up with their existing case

5: Member-focused FAQ responses

Will I be able to keep my OHP?

The changes a person or family might experience depend on the programs in which they participate. Each program has its own eligibility requirements. And each person or family has their own unique circumstances that can make a difference in their eligibility. If you still meet OHP’s income limits and other requirements, then you would continue to qualify. For more complicated situations or case specific questions, a member would need to talk to a worker.

When will I be renewed?

We do not know exactly when, beyond “some point between April 2023 and January 2024.” Once your case comes up for renewal, the state will decide if they need you to fill out a full renewal or just provide more information. If they need either of those responses from you, you will have 90 days to respond. If they decide you are no longer eligible, you will receive 60 days advance notice before your coverage ends.

What are my options if I lose my OHP?

You have other options for coverage. When you lose OHP, you get a “special enrollment period” to sign up for other coverage. If you are not eligible for Medicare, you may qualify for a health plan offered by your employer, or a plan through the Oregon Health Insurance Marketplace, likely with financial help. You can learn more at OregonHealthcare.gov. If you have Medicare, you may want to discuss your Medicare options with an insurance agent or Senior Health Insurance Benefits Assistance (SHIBA) counselor, which you can find at: OregonHealthcare.gov/GetHelp

I recently started Medicare...

People who were on OHP and then started Medicare during the pandemic stayed on OHP benefits for the duration of the pandemic. We call this “full dual” benefits because you have Medicare as well as “full” OHP coverage. Everyone will be renewed, and many people will need to complete an interview with a worker in order to determine what kind of benefits they may qualify for going forward. You will be screened for help paying your Medicare Part B premiums, for secondary coverage, and for continued full dual coverage including dental and nonemergency transportation. If members have disability needs that would benefit from a homecare worker or assisted living/nursing home placement, they should request to be screened for “long term care services” as well. If you lose full OHP benefits, you may want to discuss your Medicare plan options with an insurance agent or Senior Health Insurance Benefits Assistance (SHIBA) counselor, which you can find at: OregonHealthcare.gov/GetHelp.

What if I turned 65 but did not enroll in Medicare?

If you turned age 65 sometime during the public health emergency, but did not enroll in Medicare at that time, you should contact the Social Security Administration (SSA) to enroll in Medicare without delay. You may call SSA at 800-772-1213 to enroll by phone or book an appointment at your local SSA office or enroll in Medicare online at <https://www.ssa.gov/medicare/sign-up>.

